



## COVID-19 REFUND POLICY

As of March 13, 2020, all City of Columbus Recreation and Parks Department public and rental facilities will be closed to programming and rentals through April 3, 2020. The only exceptions to the closure will be wedding rentals and church service rentals. All programming and rentals impacted by the facility closures shall be governed by the below refund policy, which shall supersede any previous cancellation policies attached to programming receipts and rental contracts:

### **Community Recreation Classes, Rentals, Leagues**

#### **Outdoor Education Programs and Rentals**

#### **Aquatics Programs and Rentals**

#### **Capital Kids Programming**

- All programming, rentals and leagues will be canceled through April 3, 2020.
- Any fees paid for programming, rentals and leagues during this time period will be fully refunded.
- If a portion of the program, rental or league has already taken place, partial refunds will be issued for the portion of the program, rental or league that was canceled.
- Any activity that is scheduled to begin or take place between April 4, 2020, and April 30, 2020, will be fully refunded if purchaser requests a cancellation.

### **Rental Services**

#### **Special Event Permits**

#### **Sports Office Programming and Rentals**

#### **Cultural Arts Center Rentals and Programming**

- All permitted programming, rentals or leagues that begin or take place between March 13, 2020, and April 3, 2020, will be canceled with the exception of wedding rentals and church service rentals.
- Any fees paid for programming, rentals and leagues during this time period will be fully refunded or a credit will be issued for future use.
- If a portion of the program, rental or league has already taken place, partial refunds or credits will be issued for the portion of the program, rental or league that was canceled.
- Any activity that is scheduled to begin or take place between April 4, 2020, and April 30, 2020, will be refunded or credited toward future use if purchaser requests a cancellation.
- Weddings and church services taking place between March 13 and April 30 may be canceled and fully refunded or issued credit toward future use if requested by purchaser.

